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STATE OF NEW YORK
DEPARTMENT OF TRANSPORTATION
ALBANY, N.Y. 12232

FCC FILE NO. 99-14

JOSEPH H. BOARDMAN
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July 30, 1999

Magalie Roman Salas
Federal Communications Commission Secretary
Portals II
445 12th Street, SW
Suite TW-A325
Washington, DC 20554

To the Secretary:

Reference: File No. NSD-L-99-24, CC Docket No. 92-105

I am writing to express the New York State Department of Transportation's support of the U. S. Department of Transportation's petition for assignment of an abbreviated dialing code (N11) to provide traveler information services nationwide.

Providing easily accessible, real-time traveler information to the public is a high priority for this Department and a key strategy for meeting its objectives of increasing transportation safety, minimizing highway traffic congestion and promoting economic development. New York and national experience makes it clear that the public needs and wants traveler information, and that providing it in an easily accessible manner will have measurable effects on realizing these objectives.

Government — at the national, state and local levels — and the business community have made significant investments of public and private resources in deploying the sensing, communications and computer systems necessary to collect data about the operational status of the transportation system. In New York State, for example, the Department has deployed, or is committed to deploy over the next five years, a total of more than one-half billion dollars on such systems. Making the data assembled by these systems more readily accessible to travelers and shippers through the effectuation of a convenient, nationally accessible N11 telephone dialing code for traveler information will increase the benefits of these systems and enhance the return realized on these public and private investments.

NYSDOT is one of fifteen public sector agencies participating in the New York/New Jersey/Connecticut Intelligent Transportation System (ITS) Model Deployment Initiative (MDI) that has developed a public/private partnership to gather and disseminate traveler information for the New York City metropolitan area. MDI partners have struggled with finding the most

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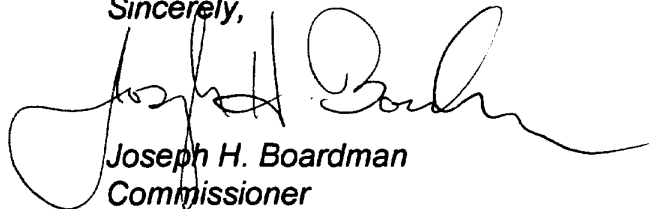
effective way of providing telephone access to traveler information; the Initiative has encountered problems with multiple telephone area codes, the need to coordinate the telephone systems of numerous individual transportation agencies (each of which provides a piece of the traveler information "picture"), and disparate technologies. The ultimate product of the MDI project will go a long way towards coordinating, conforming and condensing traveler information for the New York Metro area, but the system will still require travelers to learn a new telephone number (or numbers), which will be effective only in — and unique to — New York City and the surrounding area. A universal N11 abbreviated dialing code for traveler information will make accessing such information more convenient, and less confusing, for area residents, commuters and visitors alike.

The benefits of a universal dialing code would be multiplied as a traveler information "N11" number is applied on a statewide and nationwide basis. New York State already has implemented several telephone numbers to provide construction and other traveler information. As this Department and other agencies and organizations in the region continue to implement and operate the underlying enabling technologies, the demand for traveler information will rise, increasing the volume of telephone numbers required for the public to access each agency's system. Realizing that the traveling public cannot possibly keep up with those numbers, the benefits of a universal and easy-to-remember-and-use telephone access number for traveler information is clear.

NYSDOT recognizes that a number of technical, administrative and institutional issues have been associated with the concept of a national "N11" dialing code for traveler information, including who funds the service, who "answers" the telephone, will the service be answered everywhere and so on. Many areas of the country have now implemented enhanced 911, and can apply the lessons learned from that experience here. The Department believes that these are all issues that can be addressed as implementation proceeds once such a dialing code is assigned. The partnerships created as part of the MDI project demonstrate that the public and private sectors can cooperate and come to a mutual resolution of such issues to the benefit of the traveling public.

In summary, NYSDOT asks the Federal Communications Commission to approve the USDOT's petition for the assignment of an abbreviated dialing code for traveler information services for the safety, convenience and economic benefits that would accrue to the nation's traveling public and shippers of goods. I thank you for the opportunity to comment.

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph H. Boardman". The signature is fluid and cursive, with a large loop at the end.

Joseph H. Boardman
Commissioner

Magalie Roman Salas

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cc: *Al McCloud, Network Services Division, Federal Communications Commission,
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